



# Windows 10.1” Tablet (UB-15MS10 and UB-15MS10SA) FAQ

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<b>Navigation</b> .....	<b>2</b>
Question 1: How do I navigate while using a mouse or trackpad? .....	2
Question 2: What should I do if I cannot find an app, setting, or file? .....	2
Question 3: How do I make my tablet default to the desktop instead of the Start screen? .....	2
Question 4: How do I make my tablet default to the app screen instead of the Start screen? .....	2
<b>Usage</b> .....	<b>3</b>
Question 5: How do I close an app? .....	3
Question 6: How do I add additional users to my tablet? .....	3
Question 7: What accessories work with my tablet? .....	3
Question 8: What should I do if I forget my password? .....	3
Question 9: What should I do if my tablet will not charge? .....	3
Question 10: What should I do if I cannot turn on my tablet? .....	3
Question 11: How do I activate Microsoft Office? .....	3
Question 12: What should I do if I do not have sound on my tablet? .....	3
Question 13: What should I do if my tablet screen looks pixelated? .....	4
Question 14: How do I install a micro SD card? .....	4
Question 15: What should I do if I can't find files on my micro SD card? .....	4
Question 16: What should I do if my tablet will not work with my keyboard? .....	4
<b>Apps</b> .....	<b>4</b>
Question 17: How do I download apps? .....	4
Question 18: How do I delete an app? .....	4
Question 19: Will Apple or Android apps work on my tablet? .....	4
Question 20: What should I do if an app is not working? .....	5
<b>Wi-Fi &amp; Bluetooth</b> .....	<b>5</b>
Question 21: How do I connect to the Internet? .....	5
Question 22: What should I do if my tablet will not connect to the Internet? .....	6
Question 23: How do I pair a Bluetooth device to my tablet? .....	6
Question 24: What should I do if my Bluetooth device and table will not pair? .....	6
<b>General</b> .....	<b>7</b>
Question 25: What should I do if my tablet or app freezes? .....	7
Question 26: How do I update my tablet? .....	7
Question 27: How do I reset my tablet back to factory defaults? .....	7
Question 28: Where can I get more information about my Windows tablet and warranty? .....	7

## Navigation

### Question 1: How do I navigate while using a mouse or trackpad?

**Note:** You can still use your tablet's touchscreen while a mouse is connected, if needed.

How do I open...	Instructions
<b>Start</b>	Move your mouse to the lower-left corner of the screen, then click  .
<b>Apps</b>	From the Start screen, click  in the lower-left corner of the screen.
<b>Desktop</b>	Open apps, then click  <b>Desktop</b> .
<b>Recent apps</b>	Move your mouse to the upper-left corner of the screen, then click to switch to your last app.  To view all your recent apps, move your mouse to the upper-left corner of the screen, then move it down. A list of your recently used apps appears.
<b>Charms</b>	Move your mouse to the upper-right corner of the screen, then move it down. OR Move your mouse to the lower-right corner of the screen, then move it up.
<b>Search</b>	Open Charms, then click  <b>Search</b> .

### Question 2: What should I do if I cannot find an app, setting, or file?

You can search for apps, settings, and files to quickly locate them:

1. Open Charms, then touch  **Search**.
2. Type the name of the app, setting, or file that you are looking for, then select it from the list.

### Question 3: How do I make my tablet default to the desktop instead of the Start screen?

1. Open the Desktop.
2. Touch and hold the taskbar (at the bottom of the screen) until it is highlighted, then release your finger.
3. Touch **Properties**, then touch the *Navigation* tab.
4. Under *Start screen*, select the box next to "When I sign in or close all apps on a screen, go to the desktop instead of Start."
5. Touch **OK**.

### Question 4: How do I make my tablet default to the app screen instead of the Start screen?

1. Open the Desktop.
2. Touch and hold the taskbar (at the bottom of the screen) until it is highlighted, then release your finger.
3. Touch **Properties**, then touch the **Navigation** tab.
4. Under *Start screen*, select the box next to "Show the Apps view automatically when I go to Start."
5. Touch **OK**.

## Usage

### Question 5: How do I close an app?

While the app is open:

- Swipe down from the top edge of your screen to the bottom edge of your screen.

OR

- Move your mouse to the top of the screen, then click and drag the app to the bottom of your screen.

### Question 6: How do I add additional users to my tablet?

1. Open Charms, touch  **Settings**, then **Change PC settings**.
2. Touch **Accounts**.

**Note:** If you don't see the option that you need, touch  to go back to the main menu.

3. Touch **Other accounts**, then **+ Add an account**.
4. Follow the on-screen instructions to create an account.

### Question 7: What accessories work with my tablet?

Your tablet works with:

- The Unbranded tablet keyboard (UB-15MSKB).
- Most screen protectors and cases for 10" tablets.
- Capacitive touch styluses.

### Question 8: What should I do if I forget my password?

- Your tablet password is typically your Microsoft account password. If you do not have a Microsoft account, use the password associated with the email address you used during setup.
- If you forgot your Microsoft password, go to [www.microsoft.com](http://www.microsoft.com) to reset it.

### Question 9: What should I do if my tablet will not charge?

- Use the charging cable and adapter that came with your tablet.
- Make sure that you the charging cable is securely connected to your tablet and a wall outlet. The charging light should turn on.
- If your charging cable is connected to a surge protector, make sure that it is turned on.
- Try connecting to a different wall outlet.

### Question 10: What should I do if I cannot turn on my tablet?

- Make sure that your tablet is fully charged.  
**Note:** If your battery gets too low, your tablet may not turn on right away after connecting it to power.

### Question 11: How do I activate Microsoft Office?

Your tablet comes with a one-year subscription of Microsoft Office 365 Personal.

1. Open **Apps**.
2. Touch a Microsoft Office app (such as Word, Excel, PowerPoint, OneNote, or Office Web apps).
3. Follow the on-screen instructions to register.

### Question 12: What should I do if I do not have sound on my tablet?

- Disconnect any devices connected to the headphone jack.
- Press the volume **+** button to increase your tablet's volume.
- Make sure that the volume is not turned down or muted on your media player.

### Question 13: What should I do if my tablet screen looks pixelated?

1. Open Charms, touch  **Settings**, then **Change PC settings**.
2. Touch **Control Panel**.  
**Note:** If you don't see the option that you need, touch  to go back to the main menu.
3. If you are in icon view, touch **Display**, then **Adjust resolution** in the menu on the left.  
OR  
If you are in category view, under *Appearance and Personalization*, touch **Adjust screen resolution**.
4. Touch the drop-down menu next to *Resolution*;, then drag the slider up to **High** (1280 x 800 Recommended).
5. Touch **OK**.

### Question 14: How do I install a micro SD card?

- With the label facing the back of your tablet, gently push the micro SD card into the MICRO SD slot until it clicks. Your tablet automatically opens your memory card files.

### Question 15: What should I do if I can't find files on my micro SD card?

- Make sure that your memory card is inserted correctly in the micro SD card slot. Insert the card with the label facing the back of your tablet until it clicks into place.
- From the desktop, touch and hold  (in the lower-left corner of your screen) until it is highlighted then release. Touch File Explorer, then look for the name of your memory card in the list on the left side of the window.
- Remove your memory card, then reinsert it.
- Restart your tablet.
- If you are looking for a specific file, use your tablet's search feature. Open Charms, then touch  **Search**. Type the name of the file, then select it from the list.

### Question 16: What should I do if my tablet will not work with my keyboard?

**Note:** These troubleshooting steps are for the Unbranded tablet keyboard (UB-15MSKB). If you are using another keyboard, see the documentation that came with your keyboard for help.

- Make sure that the keyboard connection contacts on your tablet align with the contacts on your keyboard.
- Clean the connection contacts on your tablet and keyboard with a soft cloth.
- Make sure that your tablet is fully charged. The keyboard is powered from your tablet and will not function if your tablet battery is too low.

## Apps

### Question 17: How do I download apps?

**Note:** You must connect to the Internet to download apps.

1. Open the  **Store** app.
2. Find the app you want to download by searching or browsing the available categories.
3. Touch **Install**.
4. Follow any on-screen prompts or instructions, if needed.

### Question 18: How do I delete an app?

1. Go to Apps.
2. Touch and hold the app that you want to remove until it is selected.
3. Touch  **Uninstall**, then **Uninstall** again to confirm.

### Question 19: Will Apple or Android apps work on my tablet?

- No. You should purchase apps from the  **Store** app that comes on your tablet. In most cases, you can get different versions of the same app.

## Question 20: What should I do if an app is not working?

- Make sure that you have not removed a memory card that the app was stored on.
- Turn off the tablet, then turn it back on.
- Uninstall the app from your tablet then reinstall it. See [Question 18](#) for instructions.
- Contact the app developer for more information.

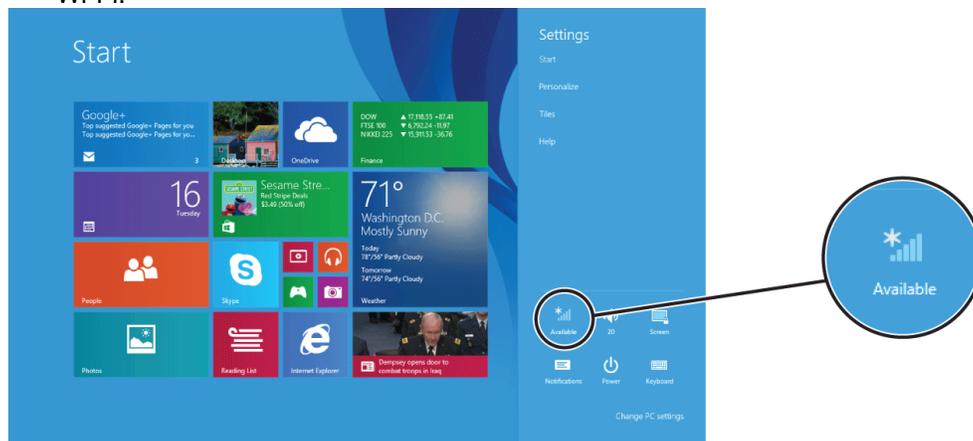
## Wi-Fi & Bluetooth

### Question 21: How do I connect to the Internet?

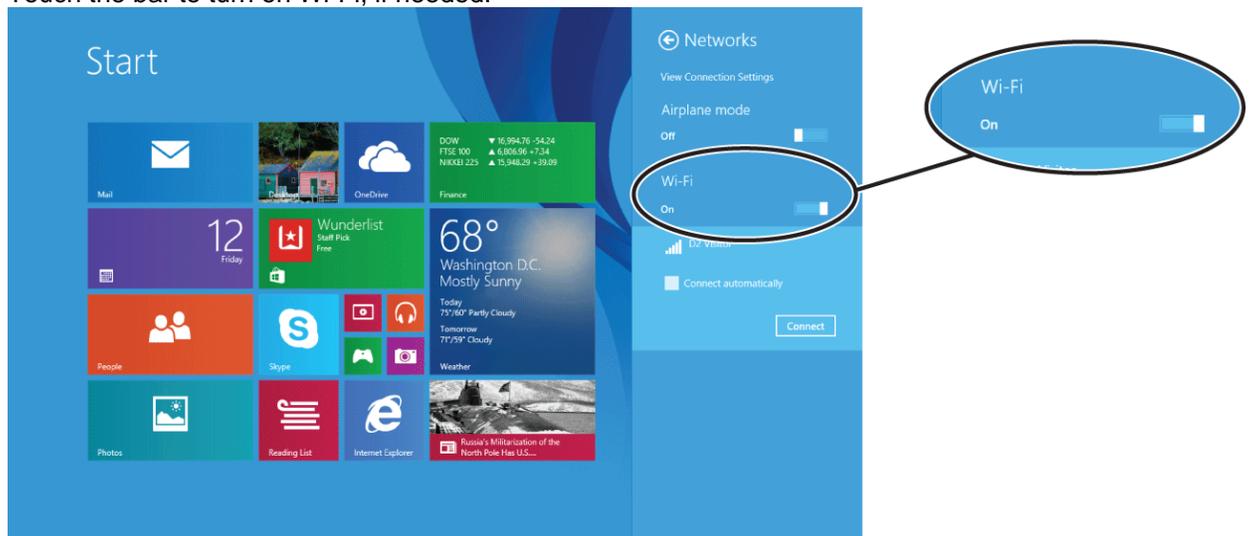
1. Open Charms.
2. Touch  **Settings**, then  **Available** or  **Unavailable**.

#### Notes:

- If  **Unavailable** appears in the settings menu and Wi-Fi is turned on (see step 3), there are no Wi-Fi networks available.
- If the name of your network appears in the settings menu, you are already connected to Wi-Fi.

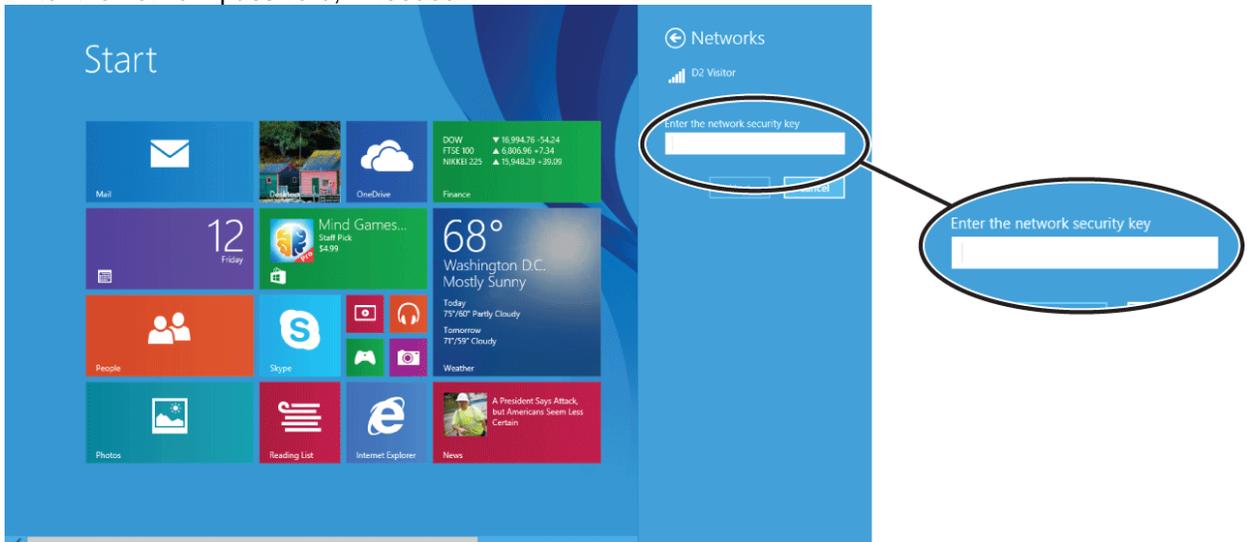


3. Touch the bar to turn on Wi-Fi, if needed.



4. Touch the network that you want to connect to, then touch **Connect**.  
**Note:** Check the box next to "Connect automatically" if you want your tablet to automatically connect to this network in the future.

5. Enter the network password, if needed.



6. If prompted, select either **Yes** or **No** to enable sharing between your tablet and other devices connected to the network.

### Question 22: What should I do if my tablet will not connect to the Internet?

- Make sure that Wi-Fi is turned on.
- Make sure that you select the right network and enter the correct password.
- Open Charms, then touch  **Settings** to check the wireless signal indicator. The bars show you your signal strength.
- Restart your tablet, then try to reconnect to the Internet.
- Make sure that your router is working correctly. Try resetting your router by disconnecting it from power for 30 seconds, then reconnect it.

### Question 23: How do I pair a Bluetooth device to my tablet?

1. Open Charms, then touch  **Settings**.
  2. Touch **Change PC settings**.
  3. Touch **PC and devices**, then **Bluetooth**.
- Note:** If you don't see the option that you need, touch  to go back to the main menu.
4. Touch the bar to turn on Bluetooth, if needed. Your tablet searches for available devices.
  5. Turn on your Bluetooth device, turn on Bluetooth, then set your device to pairing mode. For more information, see the instructions that came with your Bluetooth device.
  6. Touch the name of your Bluetooth device.
  7. If prompted, type the password, then press **Enter**.

### Question 24: What should I do if my Bluetooth device and table will not pair?

- Move your Bluetooth device closer to your tablet while pairing. The maximum range is 30 feet (10 meters). However, this distance may be reduced if the signal has to pass through walls or other obstructions.
- Make sure that you have turned on Bluetooth on both your tablet and Bluetooth device.
- Make sure that you are selecting the correct Bluetooth device from the list of available devices.
- Make sure that your Bluetooth device is not paired to any other devices.
- If you have connected to the Bluetooth device before but it will not re-pair, touch **Remove device**, then **Yes** to confirm. Re-pair your Bluetooth device after your tablet has finished removing it.

## General

### Question 25: What should I do if my tablet or app freezes?

#### If your tablet freezes:

- Press and hold the  button for 10 seconds to turn off your tablet. Your stored data and customized settings are not affected.

#### If an app freezes:

1. Open the desktop.
2. Touch and hold  in the lower-left corner until the button is highlighted, then release your finger. A menu opens.
3. Touch **Task Manager**.
4. Touch the app you want to close, then touch **End task**.

### Question 26: How do I update my tablet?

1. Open Charms.
2. Open Charms, touch  **Settings**, then **Change PC settings**.
3. Touch **Update and recovery**, then **Windows update**.

**Note:** If you don't see the option that you need, touch  to go back to the main menu.

4. Touch **Check now**, then **Install**.

#### Tips:

- Touch **Choose how updates get installed** to view and change your update options.
- You may need to restart your tablet after installing updates.

### Question 27: How do I reset my tablet back to factory defaults?

1. Transfer your files to a flash drive or another computer. All your files will be deleted during the reset.
2. Locate any product keys that you need for your apps, if needed.
3. Open Charms, touch  **Settings**, then **Change PC settings**.
4. Touch **Update and recovery**, then **Recovery**.

**Note:** If you don't see the option that you need, touch  to go back to the main menu.

5. Under *Remove everything and reinstall Windows*, touch **Get started**.

### Question 28: Where can I get more information about my Windows tablet and warranty?

- Go to [www.unbrandedproducts.com](http://www.unbrandedproducts.com) to find your *User Guide* and *Warranty*. Search for **UB-15MS10** (if your tablet did not come with a keyboard) or **UB-15MS10SA** (if your tablet came with a keyboard).
- For helpful information about using Windows 8.1:
  - Go to [www.microsoft.com](http://www.microsoft.com).
  - Open Apps, then touch **Help + Tips**.